

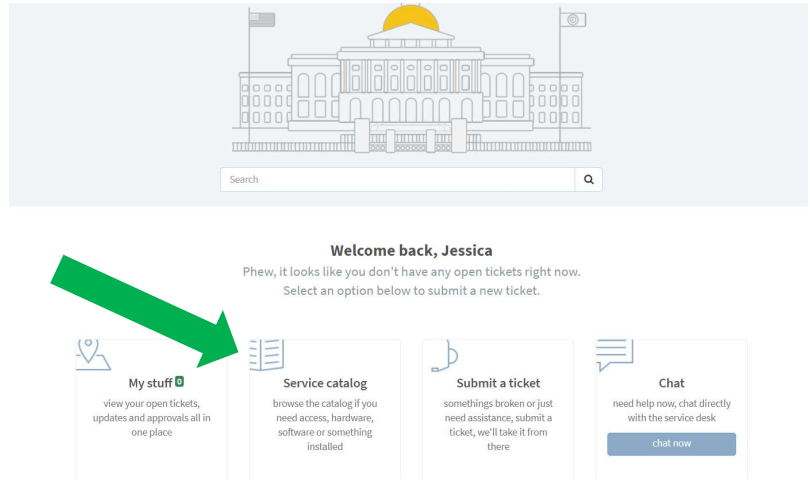


EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

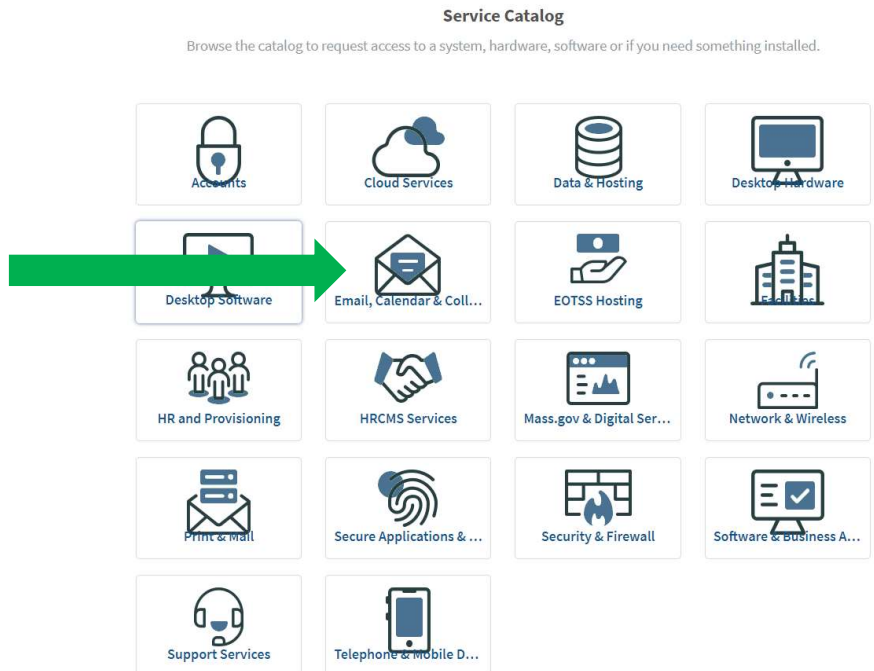
COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

Adobe Sign License Request ServiceNow Request Instructions

Step 1: Sign into ServiceNow and click "Service Catalog".



Step 2: Click "Email, Calendar & Collaboration".



Step 3: Select “Adobe Sign License” from the list.










< EOTSS Service Catalog > Email, Calendar & Collaboration

Email, Calendar & Collaboration

Email and account services, such as distribution lists, groups and MassMail.

Items


-  **Adobe Sign Administrator** ⓘ
Request an Adobe Sign Administrator for an agency group.
-  **Adobe Sign License** ⓘ
Sign, send, track, and collect e-signatures.
-  **Distribution Lists** ⓘ
Request for Distribution List (DL) management.
-  **Gateway Services (eMail)** ⓘ
Mail Gateway services.
-  **List Server** ⓘ
Request for List Server services.
-  **MassMail** ⓘ
Request for MassMail services.
-  **Microsoft M365 G3 License** ⓘ

Step 4: The following screen will appear.
Please note that you may request Adobe Sign for more than one user per Request.



< EOTSS Service Catalog > Email, Calendar & Collaboration > Adobe Sign License ⓘ

Sign, send, track, and collect e-signatures.

 Adobe Acrobat Pro DC with e-sign makes it easy to send, track, and collect e-signatures. Signing documents is just as simple — click, tap, or swipe.

Please note: Once EOTSS closes this ticket as complete, a designated Adobe Sign Group Administrator for the agency must perform an additional task to add the requested user(s) to the correct Adobe Sign group before they will be able to initiate Adobe Sign transactions. End users may reach out to their [agency.IT.help.d](#) for more information.

Requested By
Powers, Jessica M. (EOTSS) ⓘ

☐ Request on behalf of

* Select your IT Liaison
 ⓘ

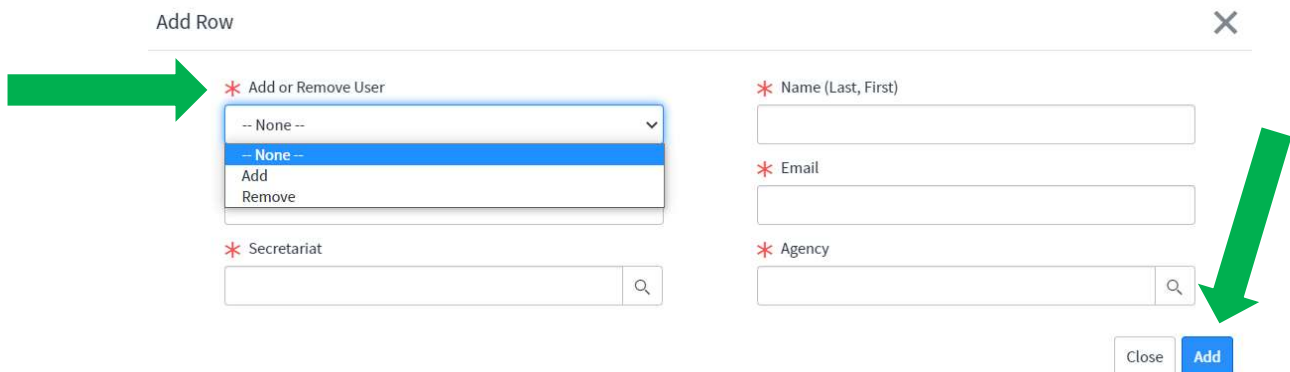
Distribute to the following users(s)

Actions	Action (Add/Remove)	Name	Phone Number	Email Address	Secretariat	Agency
No data to display						

Step 5: The below window will appear.

- ✓ Under “Add or Remove User”, you will select “Add” to give a user access; you will select “Remove” to remove the user’s access.
- ✓ Once you have filled in the required information, click the blue “Add” button in the lower right-hand corner of the window.

Repeat Steps 4 and 5 for each user you want to add/remove.



Step 6: Adobe Sign Administrator Task

In order to complete this request:

- ✓ EOTSS will close the ticket as complete, THEN
- ✓ a designated Adobe Sign Group Administrator for your agency must perform an additional task to add the requested user(s) to the correct Adobe Sign group before they will be able to initiate Adobe Sign transactions.

End users may reach out to their [agency IT help desk](#) for more information.